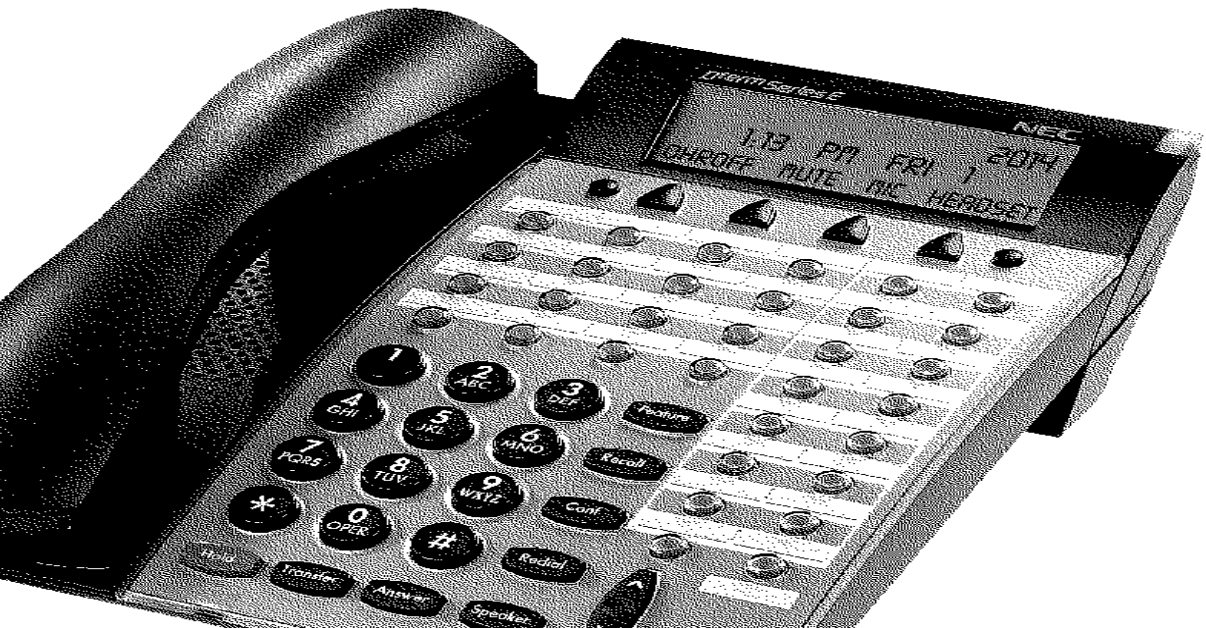


# NEAXMail<sup>®</sup> AD-64

VOICE/UNIFIED MESSAGING SYSTEM



**User Guide**

**NEC**

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### **To access your mailbox by phone**

1. Call the voice messaging system.

From inside your organization, dial \_\_\_\_\_

From outside your organization, dial \_\_\_\_\_

2. When the system greets you, enter:

Personal ID \_\_\_\_\_

Security code \_\_\_\_\_

### **To access your mailbox by computer**

1. Start Mailbox Manager.
2. On the Connect dialog box, enter:

Host name \_\_\_\_\_

Extension \_\_\_\_\_

Security code \_\_\_\_\_

**For assistance, call** \_\_\_\_\_

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Welcome to NeaxMail® AD-64, a simple yet powerful voice messaging system that can greet your callers and record your messages.

## On the phone

The voice messaging system lets you control how your mailbox receives messages and plays them back. You can change these settings whenever you like, from any phone. The phone options consist of:

**Menu conversation** The menu conversation leads you quickly to your destination. You will hear a menu of options. Press the number associated with the option to perform a particular task. The voice messaging system's menu options are diagrammed on page 78.

**1 for Yes, 2 for No®** If you prefer, ask your system manager to set your mailbox for the 1 for Yes, 2 for No conversation. This conversation

leads you through all of your options with easy, yes-and-no questions. Just press 1 for Yes, 2 for No.

**Shortcuts** To perform routine tasks quickly, you can enter a sequence of numbers in advance of the conversation questions or menus.

**Help** When the system conversation asks you a question, press 3 to hear a Help menu of options.

## Receiving faxes

With ActiveFax®, your faxes are included with your voice messages. You can deliver your faxes to a fax machine by using any phone. See “Sending and receiving faxes,” on page 49 for details.

## Checking e-mail by phone

Depending on the options installed, you may be able to use text-to-speech technology to listen to your e-mail messages by phone. You can reply, archive, redirect, or delete any e-mail message by phone. See “Using e-mail integration,” on page 55 for details.

## Speaking commands

Depending on the options installed, you may be able to give the system commands by speaking instead of pressing touchtone keys.

If your system includes speech recognition, simply respond to prompts with short phrases in your normal speaking voice. You can speak a command at any time. For example, say “Check new messages” or “setup options.”

Or, if desired, you can press a touchtone key at any time. See “Using speech recognition,” on page 61 for details.



## On the computer

You can use the Mailbox Manager program to change your mailbox setup from your desktop computer.

If your system has TeLANophy®, you can manage all types of messages and phone calls visually on your desktop computer. TeLANophy is a suite of unified messaging and call management programs. TeLANophy consists of:

### **ViewMail®**

All of your voice and fax messages are brought together in one window with ViewMail. You can access and prioritize your messages and respond to them by computer.

### **ViewMail for Microsoft® Messaging**

You can access all of your voice messages, faxes, and e-mail messages in your Microsoft Inbox, whether you are using Exchange, Outlook, or the Windows Messaging Inbox.

### **ViewMail for Lotus® Notes®**

You can access all of your voice messages, faxes, and e-mail messages in your Lotus Notes Inbox.

### **ViewFax®**

You can send, receive, and redirect faxes from your desktop computer.

### **ViewCall® Plus**

All of your inbound and outbound calls can be managed visually from your desktop computer. With PhoneBASIC®, you can customize your call control by integrating ViewCall Plus with other programs, such as Microsoft's Office® suite.

### **E-mail integration**

You can access all of your voice, fax, and e-mail messages in your e-mail mailbox. Using text-to-speech technology, you can hear your e-mail by phone. You can also send e-mail messages to any fax machine.

## Help

For more detailed information about any of these programs, see the Online Help system for the program. Press F1 or use the Help menu.

# Setting up your mailbox



First, fill in the blanks on the inside front cover of this guide and perform the procedure “To access your mailbox by phone.” This makes your mailbox ready to use and enrolls you on the system as a subscriber.

The system will ask you a few simple questions to record your name, spell your name (if required), record a personal greeting, and set your security code.

Your system manager has assigned you a personal ID. As soon as you hear the system greeting, enter your personal ID. This tells the system who you are and allows you to check messages or leave messages.

You should also set a security code that only you know. This prevents someone else from hearing your messages. You can change your security code as often as you like.

After you have set up your mailbox by phone, you can use TeLANophy. Contact your system manager to install the TeLANophy programs on your computer.

## To set up your mailbox

- 1** Access your mailbox (see inside front cover).
- 2** Answer the system questions. Press 1 for Yes, 2 for No. If you are not sure, press 2. You can always change the option later.
- 3** When the system tells you that your mailbox is set up, press 1 to confirm your settings.

### TIP

To exit the system quickly, press \* three or more times. Or hang up and the system will exit automatically after a few seconds.

# Checking and leaving messages

Depending on your system, you can use a phone or computer to:

- Check new messages
- Return a call
- Leave a message to one or more subscribers or guests
- Leave a message to a group
- Review messages
- Redirect a message
- Modify or cancel a message after leaving it
- Archive a message
- Record a conversation
- Monitor a message



## Checking new messages by phone

New messages are messages that you have not yet heard. The system notifies you when you have new messages.

The system plays all urgent messages first, then all regular messages. It also sorts your messages by sender. If the system does not know who left a message, it says that the message is “from your message box.”

After you listen to the messages from a subscriber, you can reply immediately; you don't have to dial the subscriber's extension.

## To check new messages by phone

- 1 Access your mailbox (see inside front cover).
- 2 Press 4 to check new messages. Follow the system instructions. Press 1 for Yes, 2 for No.

## Optional playback features\*

The system manager can set up special options for your mailbox to:

- Play your new messages automatically each time you call the system.
- Provide additional security by always requiring both a personal ID and a security code to play messages.
- Identify you automatically when you are using your assigned extension.
- Tell you how long it will take to play your messages.

## SEE ALSO

Modifying a message .....	16
Canceling a message.....	18
Shortcuts.....	75

*\* One or more of these features may not be available at your site.*





## Checking new messages by computer

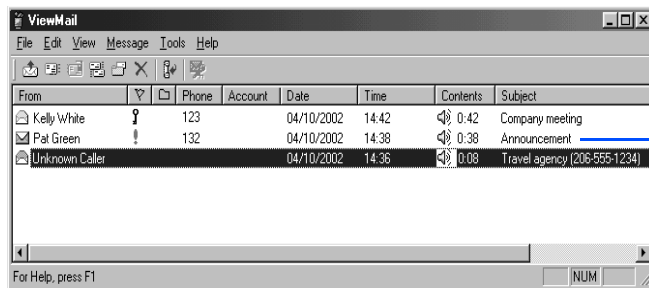
If your system uses ViewMail, ViewMail for Microsoft Messaging, or ViewMail for Lotus Notes, you can check messages visually on your computer.

Information about each message is provided on the screen. When available, names, phone numbers, and a subject are included with messages. ViewMail also provides the length of the message and the time it was sent.

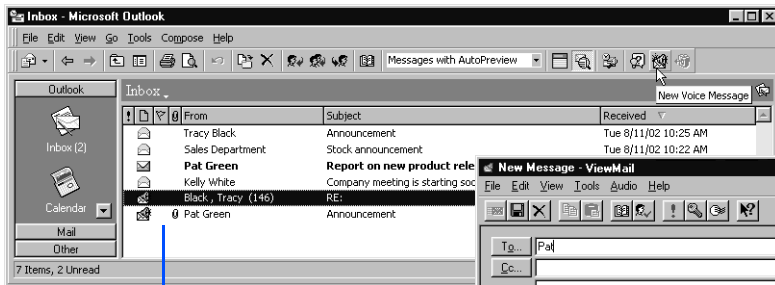
You can listen to messages either with a computer sound device or a phone.

## To check new messages by computer

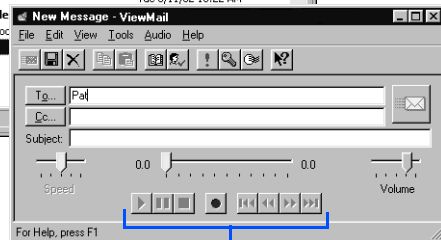
- 1 Double-click the message to open it.
- 2 Use the VCR-style buttons to play and respond to the message.



Urgent voice message



Voice message



VCR-style buttons



If your phone system supports the call return feature, you can immediately return a call to the person who left you a message.

The call return feature is available for messages left by outside callers when a caller ID phone number is provided. You can also return a call to another subscriber.

Depending on your phone system, you can return a call using Soft Keys on your phone. Or, you can return a call when you access your mailbox from any touchtone phone.

If a returned call is not answered or if the line is busy, the system tells you that the call could not be connected. Then, the

system returns you to your voice mailbox.

The return call feature is available for new and old messages.

## Asking callers for a phone number

If your organization does not receive caller ID information from your phone service provider, your system can be set up to ask callers to enter their phone number before their call is transferred to your extension. See your system manager for more information.

## To return a call with Soft Keys

- 1 Access your mailbox (see inside front cover).
- 2 To hear new messages, press the Soft Key below the NEW option on the phone display. To hear old messages, press the Soft Key below the OLD option on the phone display.
- 3 After listening to a message, press the Soft Key below the CALL option on the phone display. If available, the system dials the phone number associated with the message.

## SEE ALSO

Managing your messages with Soft Keys80



### **To hear caller ID information with Soft Keys**

- 1** Access your mailbox (see inside front cover).
- 2** To hear new messages, press the Soft Key below the NEW option on the phone display. To hear old messages, press the Soft Key below the OLD option on the phone display.
- 3** After listening to a message, press the Soft Key below the CID option on the phone display. If available, the system plays the phone number associated with the message.

### **To return a call by phone**

- 1** Access your mailbox (see inside front cover).
- 2** Press 4 to check new messages, or press 6 to check old messages. Follow the system instructions. Press 1 for Yes, 2 for No until you select the message you want.
- 3** Press 4 5 to return a call to the person who left a message.

### **To hear caller ID information by phone**

- 1** Access your mailbox (see inside front cover).
- 2** Press 4 to check new messages, or press 6 to check old messages. Follow the system instructions. Press 1 for Yes, 2 for No until you select the message you want.
- 3** Press 4 6 to hear the phone number of the person who left a message, if available.

## **SEE ALSO**

Managing your messages with Soft Keys80



The system lets you leave voice messages for subscribers, groups, or guests. If you call a subscriber's extension and the call is unanswered, your call is automatically routed to the subscriber's mailbox, where you can leave a message. You can also leave messages directly in a subscriber's mailbox.

If your phone system uses identified subscriber messaging, the system automatically tags a message from your assigned extension with your name.

If your phone system does not use identified subscriber messaging or you are calling from another subscriber's extension, you need to identify yourself as a subscriber by entering your personal ID and security code.

## Directory assistance

Your system may use automatic directory assistance, numeric directory assistance, or both, to help callers find subscribers' extension numbers.

Callers with letters on their phones can use automatic directory assistance, which identifies subscribers by their last names. All callers can use numeric directory assistance, which groups subscribers by department, location, or some other category.

### TIP

To finish recording a message, you can press **\*** or just stop speaking.

## Special delivery options

When you leave an identified subscriber message, you can mark it with one or more of these special delivery options:

**Urgent** The message is played first, before regular messages.

**Private** The message cannot be redirected.

**Return receipt** The system tells you when a subscriber has heard the message.

**Future delivery** The message is delivered at the time and day you specify.

## SEE ALSO

Modifying a message.....	16	Shortcuts.....	75
Canceling a message .....	18		



### To leave an identified subscriber message\*

- 1 Call another subscriber. When the subscriber does not answer, the call is automatically forwarded to voice mail.
- 2 Follow the system instructions to record your message. Press 1 for Yes, 2 for No.
- 3 Press # to start over or \* to stop recording.

*\* This feature may not be available at your site.*

### To leave a message directly in a subscriber's mailbox

- 1 Access your mailbox (see inside front cover).
- 2 Press 5 to leave any messages.
- 3 On the phone, spell the subscriber's name. Otherwise, enter the extension number.

When spelling a subscriber's last name, use a "wild card" number (typically 0 or 1) for any letter in the last name you do not know.

- 4 Press 1 when you hear the name of the subscriber you want. Otherwise, press 2 to hear the next matching name.
- 5 Record your message at the beep. The message must be at least three seconds long to be delivered.
- 6 Press # to start over or \* to stop recording.

### TIP

With speech recognition, access your mailbox, then say "Leave a message." Press touchtone keys to spell a name, or say the extension number, if asked. Say "Yes" when you hear the name you want, then record the message.

# Sending a message by computer



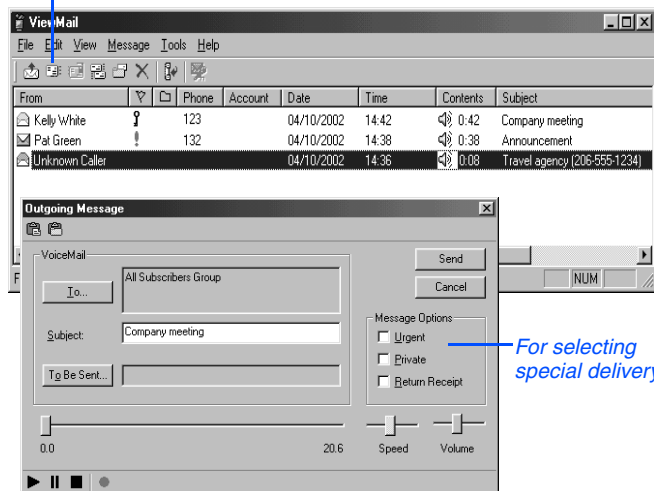
Depending on installed options, you can use ViewMail, ViewMail for Microsoft Messaging, or ViewMail for Lotus Notes to send voice messages by computer.

## To send a message by computer

- 1 If you are using ViewMail, click “Send.”  
If you are using ViewMail for Microsoft Messaging, click “New voice message.”  
If you are using ViewMail for Lotus Notes, select “New memo> Voice mail.”
- 2 Click “To” and then use the address book to select recipients’ names.
- 3 Type in a subject and select delivery options as needed. For future delivery, click “To be sent,” then select the date and time. Click “OK.”
- 4 Use the VCR-style buttons and your phone or a sound device to record the message. You can also add sounds from the clipboard or from a .Wav file.

- 5 To send the message, click “Send.”

*For composing and sending a message*

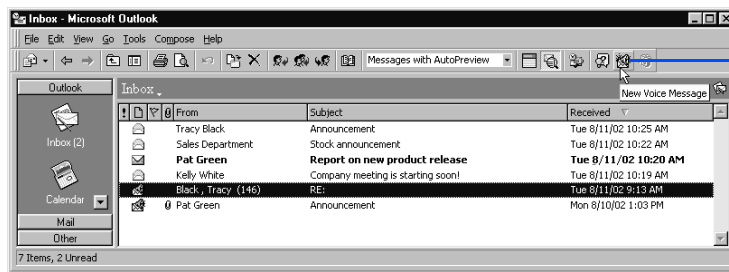


*For selecting special delivery options*



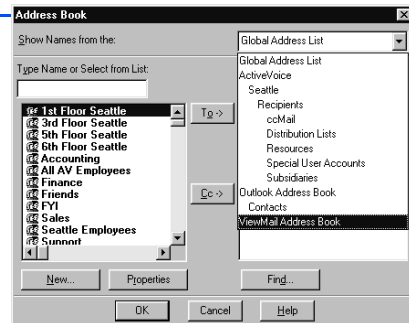
With ViewMail, you can send a message to another subscriber with the ViewMail address book.

With ViewMail for Microsoft Messaging or ViewMail for Lotus Notes, you also can send a voice message to someone outside the voice messaging system. When you use the Microsoft Messaging or Lotus Notes address book, the message is sent as an e-mail message with an attached WAV file.

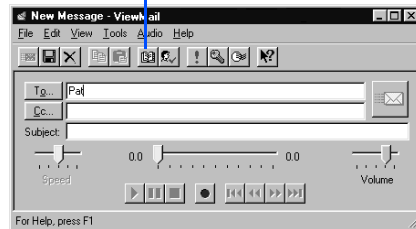


*For composing and sending a message*

*For addressing a message to multiple subscribers or message groups*



*For selecting an address*



*\* This feature may not be available at your site.*

# Leaving a group message by phone



You can leave a message for more than one subscriber either by:

- Leaving the message for a message group.
- Adding names to the address list.

A message group is a mailing list of subscribers and guests. Your system manager can create message groups or you can create your own message groups.

## To leave a group message by phone

- 1** Access your mailbox (see inside front cover).
- 2** Press 5 to leave a message.
- 3** Spell the group name, or enter the special group ID and group number.
- 4** Press 1 when you hear the name of the group you want. Otherwise, press 2 to hear the next matching name.

- 5** After the beep, record your message. The message must be at least three seconds long to be delivered. Press \* to finish recording.
- 6** If desired, follow the system prompts to edit the message, set special delivery, or address the message to others.
- 7** Press \* to send the message.

## To leave a message to several subscribers by phone

- 1** Leave a message for the first subscriber.
- 2** Press \*6 to stop recording.
- 3** Follow the system instructions to add a subscriber as a message recipient.
- 4** Repeat step 3 for each subscriber you want to receive the message.
- 5** Press \* when you are finished.

The system tells you when everyone in a group has received your message. If you do not get this confirmation, you can ask the system who in the group has not yet heard the message.

## To find out by phone who has not heard a group message

- 1** Start to leave a new message to the group.
- 2** The system says that some members have not heard your last message. Press 1 to review the message.
- 3** Listen to the message or press 2 to interrupt it.
- 4** Press 2 to avoid canceling the message.
- 5** Press 7 to list who has not heard the message. Press \* to stop the list.

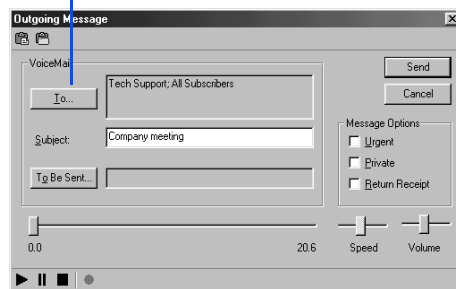


# Sending a group message by computer\*



With ViewMail, ViewMail for Microsoft Messaging, or ViewMail for Lotus Notes, you can either choose more subscriber names or a group name from the ViewMail address book. Create your groups by phone or ask the system manager to create your groups for you.

*For addressing a message to multiple subscribers or message groups*



*\* This feature may not be available at your site.*



You can review old messages and archived messages by phone or by computer.

## Reviewing messages by phone

After you have heard a new message, the system saves it for a set amount of time (for example, until midnight).

## To review messages by phone

- 1 Access your mailbox (see inside front cover).
- 2 Press 6 to review old messages.
- 3 Follow the system instructions. Press 1 for Yes, 2 for No.

### TIP

Press \* to skip a message. Press 3 7 to archive a message.

## SEE ALSO

### *Online Help:*

**ViewMail**, Opening messages

**ViewMail for Microsoft Messaging**, To set preferences for saving sent voice messages

*\* This feature may not be available at your site.*



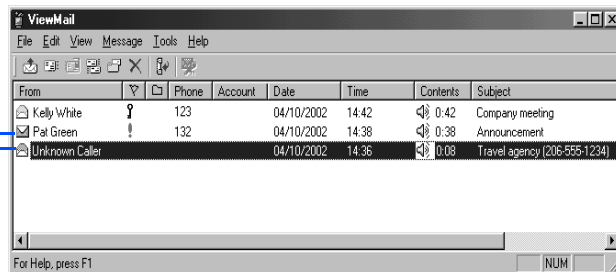
## Reviewing messages by computer\*

ViewMail lists all of your opened (old) messages in your mailbox until the system deletes them at the set time, usually at midnight every night.

### To review an old message by computer

- 1 Double-click the message.
- 2 Use the VCR-style buttons to play the message.

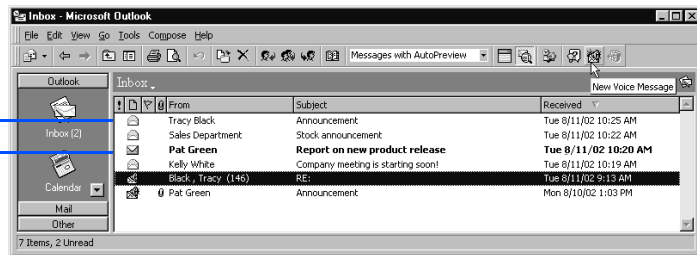
New message



Old message

Opened message

New message



\* This feature may not be available at your site.

# Redirecting a message



The system lets you:

- Redirect a message to another subscriber.
- Record an introduction to the message.
- Use special delivery options.

The system does not let you redirect messages that are designated as private by the original sender.

## To redirect a message by phone

- 1** While listening to a message, press 3 9 to interrupt it.
- 2** Spell the last name of the subscriber to whom you are redirecting the message.
- 3** Press 1 to confirm that you want to redirect the message.

## Redirecting a message by computer\*

You can redirect a message to other subscribers using ViewMail, ViewMail for Microsoft Messaging, or ViewMail for Lotus Notes. When you redirect a voice message, the original voice message is included.

## SEE ALSO

Leaving a message by phone:  
Special delivery options ..... 6

*Online Help:*

**ViewMail**, Redirecting messages  
**ViewMail for Microsoft Messaging**,  
Forwarding a voice message

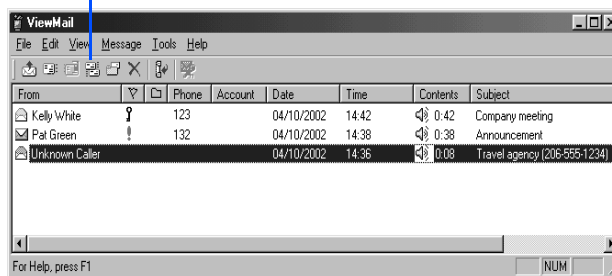
*\* This feature may not be available at your site.*



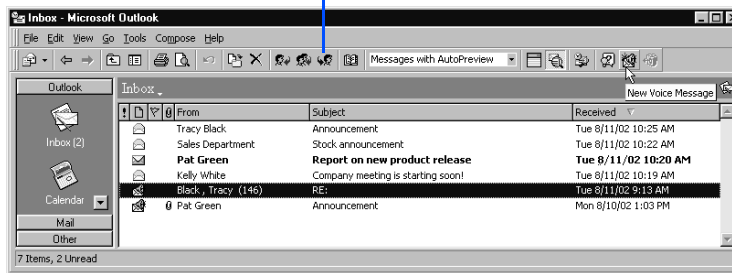
## To redirect a message by computer

- 1 Select the message.
- 2 Click “Redirect.”
- 3 Click “To” and then use the address book to select recipients’ names.
- 4 Type in a subject and set delivery options as needed.
- 5 Use the VCR-style buttons and your phone or a sound device to record an introduction.
- 6 Click “Send” to send your message.

*For redirecting the message to other subscribers, groups, or guests*



*For redirecting a message*



*\* This feature may not be available at your site.*



Depending on system settings, you can use one or more of these message options after you record a message:

- Modify the message.
- Modify its delivery options.
- Mark it for special delivery.
- Redirect it to others.

## To modify a message by phone

- 1 Record a message.
- 2 Press \*4 to stop recording.
- 3 While modifying, you can press 4 to add to the end of the message, 5 to listen to the message, or 6 to rerecord the message.
- 4 Press \* when you finish modifying.

## SEE ALSO

Leaving a message by phone .....	6
Redirecting a message.....	14
Canceling a message .....	18

### *Online Help:*

**ViewMail**, Changing or revoking sent messages

**ViewMail for Microsoft Messaging**,  
Revoking a voice message you have sent

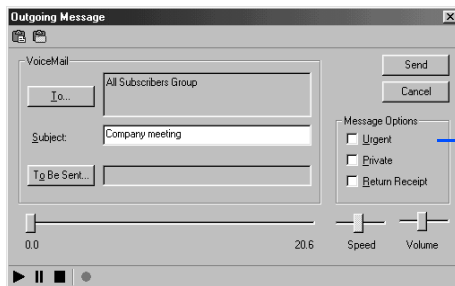
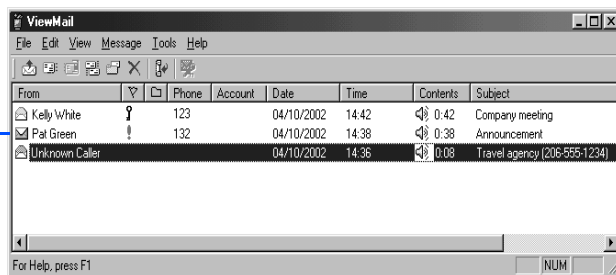


## Modifying a message by computer\*

With ViewMail, you can modify a voice message you have sent if the recipient has not opened it.

ViewMail displays the message in your ViewMail inbox until the person has opened it. If the message is still in your mailbox, simply open and modify it.

*Unopened sent message*



*For modifying message delivery options for an unopened message*

\* This feature may not be available at your site.



If the recipient has not heard your last message, the system lets you cancel it. You can then record a new message.

## To cancel a message by phone

- 1 Start to leave another message to the same subscriber.
- 2 If the subscriber has not yet heard your last message, the system asks if you want to review it.
- 3 Press 1 to review it.
- 4 When you hear the message you want to cancel, press 5 to cancel it.
- 5 Press 1 to confirm the cancellation.

## SEE ALSO

Modifying a message .....16

*Online Help:*

**ViewMail**, Changing or revoking sent messages

**ViewMail for Microsoft Messaging**,  
Revoking a voice message you have sent





## Canceling a message by computer\*

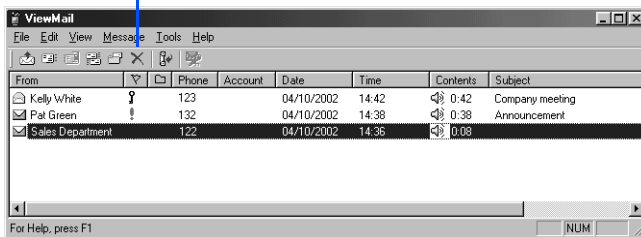
With ViewMail, you can cancel a voice message you have sent if the recipient has not opened it. A message remains in your mailbox until the recipient opens it.

### To cancel a message by computer

- 1 Select the message.
- 2 Click “Delete.”

With ViewMail for Microsoft Messaging, all unopened voice messages you have sent appear in the Unopened folder, which is located in the Sent Items folder.\*

*For canceling a message that has been sent*



\* This feature may not be available at your site.



The system saves old messages for a set time (for example, until midnight). To keep a message for a longer period, you can archive it. The system manager can tell you how long your system saves archived messages.

You can hear your archived messages when you review messages. The only difference between archived messages and old messages is that archived messages are saved for a longer period of time.

After you listen to your archived messages, the system gives you the option of archiving the messages again.

## **WARNING!**

*After listening to an archived message, you must press 3 7 to archive it again or it will be deleted.*

## **To archive a message by phone**

While listening to a message, press 3 7 to archive it.

## **SEE ALSO**

*Online Help:*

**ViewMail**, Archiving and saving messages

**ViewMail for Microsoft Messaging**, Saving a voice message temporarily

**ViewMail for Microsoft Messaging**, ViewMail columns

## Archiving messages by computer\*

You can archive a message using ViewMail, ViewMail for Microsoft Messaging, or ViewMail for Lotus Notes.

When the number of archived days reaches zero, the voice message is deleted with other old voice messages.

In the ViewMail mailbox, archived messages appear with an Archive icon. The number of days the voice message remains archived is displayed in the Archive Days column, which appears before the Phone column in the View-Mail mailbox.

With ViewMail for Microsoft Messaging, you can see how many days are left for an archived message by opening the voice message.

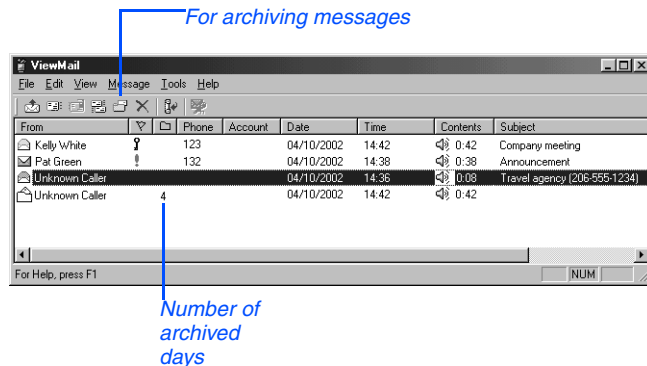
*\* This feature may not be available at your site.*

## To archive a message by computer

- 1 Select the message.
- 2 If you have ViewMail or ViewMail for Lotus Notes, click "Archive." If you have ViewMail for Microsoft Messaging, select "Archive Voice Message" from the File menu.

## TIP

As the archive time decreases for a message, you can archive it again, which resets the archive time to the maximum value.



# Recording a conversation by phone

If supported by your phone system, you can record a phone conversation and manage the recorded conversation just as you would a voice message. The recorded conversation is stored as a message in your voice mailbox. From there, you can review it, delete it, or add an introduction and send the recorded message to other subscribers. This feature is called “live record.”

You can manage your recording sessions using special keys on your phone. Commands for live record can be programmed for feature keys on the phone. Or, you can use Soft Keys to choose live record commands from your phone display. See your system manager for details on how your system is set up.

For a list of live record commands, see the next page.

## To record a conversation by phone

- 1 During a phone conversation, press RECORD on the phone.
- 2 Press END or hang up to stop recording.

## To redirect or save a conversation by phone

- 1 To save a recorded message to your mailbox, press END or disconnect the call.
- 2 To redirect the recorded message to another subscriber, enter the subscriber's extension while you are recording. The recorded message is automatically sent when you press END.

or

Press ADDRESS to end the recording and disconnect the call. Then follow the address conversation to redirect the message.

## Live record phone commands

Press the associated feature key on your phone, or press the Soft Key below the phone display for the option you want.

**Pause** Pause and resume the recording.

**Address** Ends the recording and disconnects the call. Then follow the address conversation to review, delete, or address the recorded message with an optional introduction.

**End** End the recording without disconnecting the call. The recorded message is automatically sent to the specified address. Or, if no address is specified, the message is sent to your mailbox.

**Erase** Erase the recorded message without disconnecting the caller.

**Rerecord** Erase the existing recorded message and start a new recording.

### CAUTION

*The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record phone conversations or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any phone conversation. Some federal and state laws require some form of notification to all parties to a phone conversation, such as using a beep tone or other notification method or requiring the consent of all parties to the phone conversation, prior to monitoring or recording the phone conversation. Some of these laws incorporate strict penalties.*

# Recording a conversation by computer

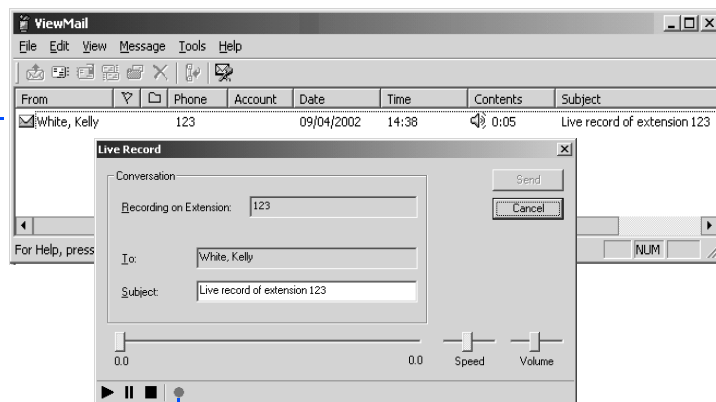
If your phone system supports live record and you are using ViewMail, you can record conversations by using the “Live record” button in ViewMail or ViewMail for Microsoft Messaging. In ViewMail for Lotus Notes, you use the Live record option on the Tools menu.

When you finish, the recorded message is placed in your inbox. From there, you can review it, delete it, or add an introduction and send the recorded message to another subscriber.

You can set the following recording options in ViewMail:

- Start recording when you choose “Live Record” from the Telephone menu.
- Forward the recorded message to other subscribers.

*Recorded conversation*



*For recording messages*

## SEE ALSO

Online Help:

ViewMail, Recording conversations

## To record a conversation by computer

**1** If you are using ViewMail, click “Live record.” If you are using ViewMail for Microsoft Messaging, click “New live record message. If you are using ViewMail for Lotus Notes, go to Tools> Live record.

**2** If you are using ViewMail, the Live Record Message dialog box appears. To begin recording, choose “Live record.”

If you are using ViewMail for Microsoft Messaging or ViewMail for Lotus Notes, the New Message dialog box appears. To begin recording, click “Record.”

**3** Click “Pause” to stop recording temporarily. Click “Resume” to restart.

**4** To end the recording, click “Stop” or hang up. Or, click “Cancel” to stop and erase the recording.

**5** To review the message, click “Play.”

**6** To send the message to your mailbox, click “Send.”

**7** If the Request Redirect dialog box appears, click “Yes” to forward the message. Click “No” to save the recorded message in your mailbox.

## CAUTION

*The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record phone conversations or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any phone conversation. Some federal and state laws require some form of notification to all parties to a phone conversation, such as using a beep tone or other notification method or requiring the consent of all parties to the phone conversation, prior to monitoring or recording the phone conversation. Some of these laws incorporate strict penalties.*

# Monitoring a message

If the live monitor feature is supported by your phone system, you can use the speaker on your phone to listen while a caller records a message. If desired, you can pick up the handset to connect to a caller.

You can monitor messages left by outside callers. You cannot monitor messages left by other subscribers.

The phone system can be set up to allow you to monitor all of your incoming calls automatically. Or, you can press a feature key on your phone to monitor a message as desired.

To finish monitoring a message, you press the Soft Key below the CANCEL option on your phone display.

Your system manager sets up the live monitor feature for you. Then, you can turn the live monitor feature on or off through your setup options.

If you are going to be out of the office and all of your messages are monitored automatically, you can turn off the live monitor feature to keep messages from playing on your speaker while you are away. See “Changing live monitor,” on page 35 for details.

## To monitor your messages automatically

- 1 When you hear your extension ring, wait until the caller's message is played on the speaker.
- 2 To stop listening, press the Soft Key below the CANCEL option on the phone display. Or, to connect to the caller, pick up the handset.

## To monitor a message with keys on your phone

- 1 When you hear your extension ring, wait until you see the live monitor feature key on the phone flashing red.
- 2 Press the live monitor feature key on the phone. The caller's message plays on the speaker as the message is being recorded.
- 3 To stop listening, press the Soft Key below the CANCEL option on the phone display. Or, to connect to the caller, pick up the handset.

## SEE ALSO

Changing live monitor ..... 35



# Changing your mailbox setup

Mailbox Manager allows you to control your personal mailbox settings, such as:

- Your profile
- Security code
- Recorded and spelled names
- Greetings
- Playback options
- Call transfer options
- Call screening options
- Call holding options
- Message delivery options
- Message groups

You can also change most of these setup options for your personal mailbox by phone. When you make a change, the system leads you step by step through a series of simple yes-and-no questions.

To make changes to your TeLANophy programs, refer to the program's online Help.



The Mailbox Manager allows you to control how you and your callers interact with the voice messaging system by phone.

The first time you use the Mailbox Manager, you enter the host name, your personal ID and your security code in the Connect dialog box.

Connect

Host Name:

Extension:

Security Code:

☒ Save Login And Security Code

OK Cancel

The menu bar allows you to navigate through the screens of the Mailbox Manager.

## TIP

Click “Save” frequently to save changes as you make them. If you move to another screen within Mailbox Manager without saving changes first, you are prompted to save before proceeding.

The Profile screen is where the system stores your name, extension number, fax ID, delivery number, and other settings.







## To change your profile

- 1 Access the Mailbox Manager (see inside front cover).
- 2 Click “Profile.”
- 3 Confirm and change settings as needed.
- 4 Click “Save.”

### TIP

You must select a recording device before you can record greetings, your recorded name, or the names of groups. If your computer is equipped with a microphone and speakers, select “My computer.” Otherwise, select “My phone.”

## To use the control bar

- 1 On the control bar, click  to select phone or computer playback.
- 2 On the control bar, click  to listen to your recorded name.
- 3 On the control bar, click  to record your name with your recording device:  
  
**Phone:** Pick up the handset when the phone rings, wait for the beep, then speak into the handset.  
  
**Computer:** Wait for the tone, then speak into the microphone.
- 4 Click  to stop recording.



*Drag slider to skip forward or back in the recorded message*

# Changing your security code

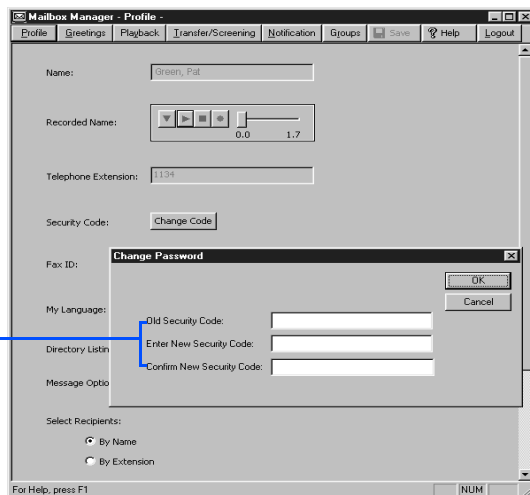


Your security code prevents others from using your personal ID to listen to your messages. Change your security code as often as you like. Your security code should be three to 10 digits long.

If you forget your security code, contact your system manager.

## To change your security code by computer

- 1 Access the Mailbox Manager (see inside front cover).
- 2 Click “Profile.”
- 3 Click “Change Code.”



Type old and new security code in these fields

- 4 In the Change Security Code dialog box, type your old and new passwords in the corresponding fields.
- 5 Click “OK,” and then click “Save.”

## To change your security code by phone

- 1 Access your mailbox by phone (see inside front cover).
- 2 Press 7 7 4 to change your security code.
- 3 Follow the system instructions. Press 1 for Yes, 2 for No.

## TIP

When you change your mailbox security code, update your TeLANophy security code. See “To change mail and service options” in ViewMail online Help or “Changing mail and service options” in ViewMail for Microsoft Messaging online Help.


# Changing your recorded and spelled names



The system uses your recorded name to identify both you and your messages to other callers. You can change your spelled name only by phone. If your phone keypad has letters, you can also spell your name for the system.


The system uses your spelled name for the directory. Callers can enter the first letters of your name to locate you in the directory. You can also remove your name from this directory.

## To change your recorded name by computer

- 1 Access the Mailbox Manager (see inside front cover).
- 2 Click “Profile.”
- 3 On the Control bar, click  to record your name with your recording device:

**Phone:** Pick up the handset when the phone rings, wait for the beep, then speak into the handset.

**Computer:** Wait for the tone, then speak into the microphone.

- 4 Click  to stop recording.

## To add or remove your name from the directory by phone

- 1 Access your mailbox by phone (see inside front cover).
- 2 Press 7 7 7 to change your directory listing.
- 3 Follow the system instructions to change your spelled name. Press 1 for Yes, 2 for No.

## To change your recorded name by phone

- 1 Access your mailbox by phone (see inside front cover).
- 2 Press 7 7 5 to change your recorded name.
- 3 Follow the system instructions to record your name. Press 1 for Yes, 2 for No.

## To change the spelling of your name by phone

- 1 Access your mailbox by phone (see inside front cover).
- 2 Press 7 7 6 to change your spelled name.
- 3 Follow the system instructions to change your spelled name. Press 1 for Yes, 2 for No.



Callers hear a greeting before they leave a message. Your mailbox can have one of three greetings: standard, busy, or alternate. You can rerecord or switch between greetings by phone or by computer.

If the system has been configured for message notification to your pager, add the following message to your greeting: “or press 1 to beep my pager.”

## Standard greeting

The standard greeting plays when your extension is unanswered. A typical standard greeting is: “Hello, this is Pat Green. I am not at my desk right now. Please leave a message.”

## Busy greeting

The busy greeting plays when your extension is busy.\* A typical busy greeting is: “Hello, this is Pat Green. I am on the phone now. Please leave a

message.” For callers to hear your busy greeting, you must activate it.

If you do not want to use a separate busy greeting, then record a standard greeting for all situations when you are unavailable. For example: “Hello, this is Pat Green. I am not available at this time. Please leave a message.”

## Alternate greeting

The alternate greeting plays for special occasions, such as a vacation. A typical alternate greeting is: “Hello, this is Pat Green. I am out of the office today and will return tomorrow.”

When your alternate greeting is active, the system plays it instead of any of your other greetings.

## System-generated greetings

If you do not record greetings in your own voice, the system plays greetings

that include your recorded name or your extension. For example:

- For a standard greeting, “Pat Green is not available right now.”
- For a busy greeting, “Extension 1 2 3 is busy.”
- For an alternate greeting, “Pat Green is out today.”


## To switch between your greetings by computer

- 1 Access the Mailbox Manager (see inside front cover).
- 2 Click “Greetings.”
- 3 From the “Choose a greeting” list box, select a greeting.
- 4 For “This greeting is,” select the “Enabled” check box.
- 5 Click “Save.”

*\* This feature may not be available at your site.*




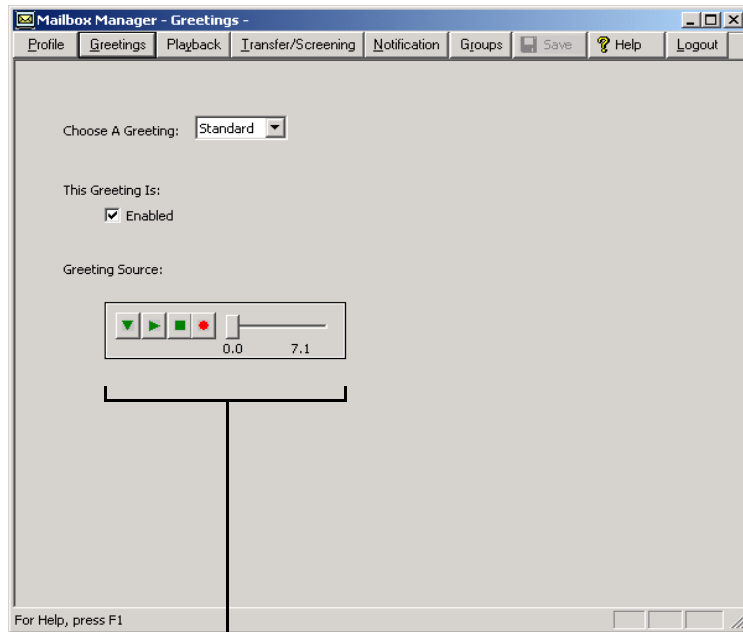
## To rerecord your standard, alternate, or busy greeting by computer

- 1 Access the Mailbox Manager (see inside front cover).
- 2 Click “Greetings.”
- 3 From the “Choose a greeting” list box, select the greeting to rerecord.
- 4 On the Greeting Source control bar, click  to record the greeting with your recording device:

**Phone:** Pick up the handset when the phone rings, wait for the beep, then speak into the handset.

**Computer:** Wait for the tone, then speak into the microphone.

- 5 Click  to stop recording.



*Greeting source control bar*



### **To switch between your standard and alternate greeting by phone**

- 1** Access your mailbox by phone (see inside front cover).
- 2** Press 7 4 5 to switch to your other greeting (standard or alternate).

### **To rerecord your standard, alternate, or busy greeting by phone**

- 1** Access your mailbox by phone (see inside front cover).
- 2** To rerecord your:
  - standard greeting, press 7 4 6 1.
  - alternate greeting, press 7 4 7 1.
  - busy greeting, press 7 4 8 1.
- 3** Press \* to stop recording.

### **To activate your busy greeting by phone**

- 1** Access your mailbox by phone (see inside front cover).
- 2** Press 7 4 8 to hear your busy greeting.
- 3** Follow the system instructions to activate your busy greeting. Press 1 for Yes, 2 for No.





If the live monitor feature is supported by your phone system, you can use your phone to listen while an outside caller records a message.

You can turn the live monitor feature on or off with your setup options. Depending on phone system programming, you can change this feature with Soft Keys on your work phone, or you can use any touchtone phone.

The phone system can be set up to allow you to monitor all of your calls automatically. Or, you can press a feature key on your phone to monitor calls as desired. See your system manager for more information.

If you are going to be out of the office and all of your messages are monitored automatically, you can turn off the live monitor feature to keep messages from playing on your speaker while you are away.

## **To turn the live monitor feature on or off by phone**

- 1** Access your mailbox by phone (see inside front cover).
- 2** Press 7 7 9 to turn live monitor on or off.
- 3** Follow the system instructions. Press 1 for Yes, 2 for No.



The Playback options screen stores settings for how messages are played. These options are not available by phone. Without Mailbox Manager, you need to ask your system manager to change these options. The Playback options consist of:

## Announce

**New e-mail messages** If e-mail integration is installed, the system can include new e-mail messages when announcing the number of new messages.

**Voice message length** The system announces the total length, in minutes, of new voice messages.

## Phone conversation type

**Menu mode conversation** This conversation plays menus of options. Press the number associated with the option to perform the particular task.

**Yes/No conversation** This conversation leads you step by step through all of your options with easy, yes-and-no questions. Press 1 for Yes, 2 for No.

## Voice message time stamp

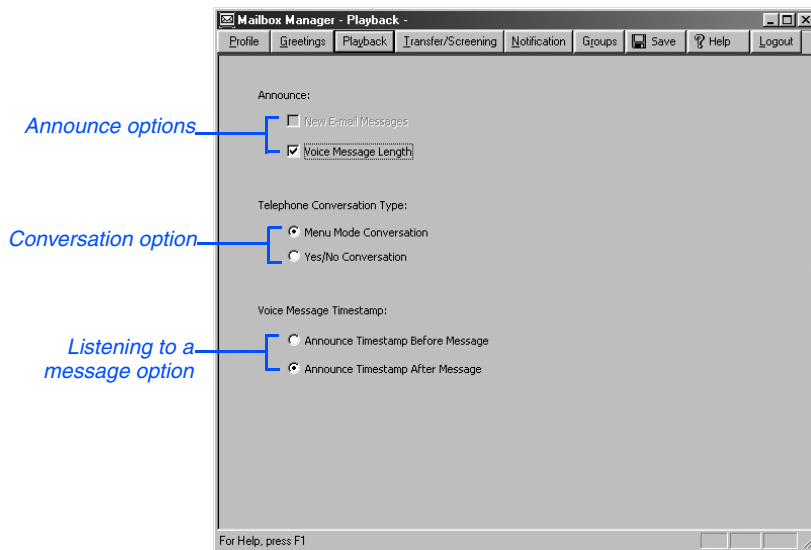
**Announce timestamp before messages** The system plays the time and date that the message was recorded before playing the message.

**Announce time stamp after messages** The system plays the time and date that the message was recorded after playing the message.



## To change your playback options by computer

- 1 Access the Mailbox Manager (see inside front cover).
- 2 Click “Playback.”
- 3 Confirm and change the settings as needed.
- 4 Click “Save.”



# Changing call transfer options

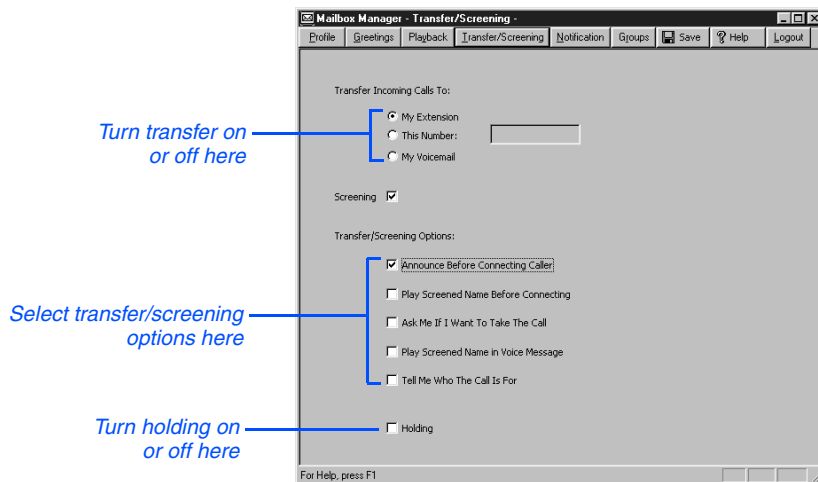


The system can transfer calls to your extension just as a receptionist would. When you are unavailable or on another call, the system takes a message for you. If you will be away for a while, you can turn off call transfer or have your calls transferred to a different phone number.

Turn on call transfer before transferring your calls to a different phone number. You can enter up to nine digits for the new phone number.

## To turn call transfer on or off by computer

- 1 Access the Mailbox Manager (see inside front cover).
- 2 Click “Transfer/Screening.”
- 3 To turn call transfer on, in the “Transfer incoming calls to” group, select “My extension.” To turn call transfer off, select “My voicemail.”
- 4 Click “Save.”





### **To change the number to which calls are transferred by computer**

- 1** Access the Mailbox Manager (see inside front cover).
- 2** Click “Transfer/Screening.”
- 3** In the “Transfer incoming calls to” group, select “This number.” Type the phone number or extension, then click “Save.”

### **To turn call transfer on or off by phone**

- 1** Access your mailbox by phone (see inside front cover).
- 2** Press 7 6 4 to turn call transfer on or off.
- 3** Follow the system instructions. Press 1 for Yes, 2 for No.

### **To change the number to which calls are transferred by phone**

- 1** Access your mailbox by phone (see inside front cover).
- 2** Press 7 6 4 1 4 to change the number to which your calls are transferred.
- 3** Follow the system instructions. Press 1 for Yes, 2 for No.

### **SEE ALSO**

- Changing call screening options.....40  
Changing call holding options.....42

# Changing call screening options



When available, the system can use a variety of call screening options.\* You can select these options on the Transfer/Screening screen of the Mailbox Manager.

These options are not available by phone. If your system manager has set up call screening for your extension, you can only turn call screening on and off by phone.

What you hear when you pick up the phone depends on which of the following options you select.

**Announce before connecting caller** The system plays a beep before transferring the call.

**Play screened name before connecting** The system asks the caller's name before ringing your extension. The system plays "Call from <caller's name spoken by the caller>" before transferring the call.

**Ask me if I want to take the call** The system says "Press 1 to take the call, or 2 and I'll take a message," then waits for a response from you before transferring the call.

**Play screened name in voice message** The system asks and plays the caller's name as above. The system adds the caller's name to the beginning of the caller's message.

**Tell me who the call is for** The system says, "Call for <your name>" before transferring the call.

Two or more of these options may be combined. For example, if you select "Play screened name before connecting" and "Ask me if I want to take the call," the system asks for the caller's name, then rings your extension. When you answer the call, the system plays the caller's recorded name, then asks if you want to take the call.

*\* This feature may not be available at your site.*



### **To change call screening options by computer**

- 1** Access the Mailbox Manager (see inside front cover).
- 2** Click “Transfer/Screening.”
- 3** Select the “Screening” check box.
- 4** Select the transfer/screening options as needed.
- 5** Click “Save.”

### **To turn call screening on or off by phone**

- 1** Access your mailbox by phone (see inside front cover).
- 2** Press 7 6 4 1 5 to turn call screening on or off.
- 3** Press 1 to turn call screening on.  
Press 2 to turn it off.

# Changing call holding options



The system can hold a call until your extension is available.\* When call holding is turned on and your extension is busy, the system asks callers if they want to hold until you are available or to leave a message. The system also tells callers how many calls are holding ahead of theirs.

If your system manager has set up call holding for you, you can turn call holding on and off. Your system manager sets the number of calls that the system can hold for you.

## To turn call holding on or off by computer

- 1** Access the Mailbox Manager (see inside front cover).
- 2** Click “Transfer/Screening.”
- 3** To turn call holding on, select the “Holding” check box. To turn it off, clear the check box.
- 4** Click “Save.”

## To turn call holding on or off by phone

- 1** Access your mailbox by phone (see inside front cover).
- 2** Press 7 6 4 1 6 to turn call holding on or off.
- 3** Press 1 to turn call holding on. Press 2 to turn it off.

*\* This feature may not be available at your site.*



# Changing message delivery options



The system can deliver messages to several different phone numbers. You can set a range of minutes, hours, and days that a message delivery phone number is in effect. You can set the system to deliver only urgent messages. You also can set the system to delay message delivery to any of the numbers.

## To change message delivery options by computer

- 1 Access the Mailbox Manager (see inside front cover).
- 2 Click “Notification.”
- 3 To edit a message delivery device, select the device and click “Edit.”  
To add a new device, click “Add.”
- 4 On the Message Delivery screen, confirm and change the settings as needed and click “OK.”
- 5 Click “Save.”

The screenshot shows the 'Message Delivery' dialog box with the following fields and annotations:

- Device:** A dropdown menu showing 'Home Phone'. An annotation 'Name of the device' points to this field.
- Area Code + Phone #:** An empty text input field. An annotation 'Phone number to reach device' points to this field.
- Schedule:** A section containing two time pickers (both set to '01:00am') and a row of checkboxes for days of the week (Su, M, T, W, Th, F, S). An annotation 'Times to deliver messages' points to the time pickers, and another 'Days to deliver messages' points to the day checkboxes.
- Delivery Type:** A section with three radio buttons: 'Each' (selected), 'Urgent', and 'Batch'. An annotation 'Delivery types and frequency' points to this section.
- Initial Delay:** A numeric input field set to '0' with a 'minutes' label.
- Rings To Wait For Answer:** A numeric input field set to '0' with a 'minutes' label.
- Delivery Interval:** A numeric input field set to '0' with a 'minutes' label.
- Buttons:** 'OK' and 'Cancel' buttons at the bottom right.



If changing message delivery by phone, you may not be able to enter a pager number that requires special dialing characters (for example, a semicolon that represents a three-second pause). Contact your system manager for assistance.

#### **TIP**

Press # to insert a one-second pause where you want the system to pause between digits that it is dialing.

### **To change message delivery by phone**

- 1** Access your mailbox (see inside front cover).
- 2** To change your message delivery options for your:
  - work phone, press 7 6 6 5 4.
  - home phone, press 7 6 6 5 5.
  - pager, press 7 6 6 5 6.
  - spare phone, press 7 6 6 5 7.
  - fax phone, press 7 6 6 5 8.
- 3** Press 1 to turn on delivery for that number or 2 to turn off delivery.
- 4** Press 4 to change the phone number. After you enter a phone number, press \* to end the entry.
- 5** Press 5 to change the schedule, and then follow the system instructions. Press 1 for Yes, 2 for No.
- 6** Press 6 to change the delivery mode for messages delivered to this number, and then follow the system instructions. Press 1 for Yes, 2 for No.
- 7** Press 7 to change fax notification, and then follow the system instructions. Press 1 for Yes, 2 for No.
- 8** Change any remaining message delivery numbers by repeating the procedure.




You can create your own message groups. When you send a message to a group, the message is sent to all members of the group. Each group you create has a number or a name.

There are two types of groups: public and private. Other subscribers can send messages to a public group. Only you can send messages to a private group.

## To create a group by computer


- 1 Access the Mailbox Manager (see inside front cover).
- 2 Click “Groups.”
- 3 Click “Create Group.”
- 4 Type a name for the group.
- 5 Select a type for the group.
- 6 To dispatch messages to the first group member available, select the “Dispatch” check box. Otherwise,

each message sent to the group will be delivered to all members.

- 7 On the control bar, click  to record the group name with your recording device:

**Phone:** Pick up the handset when the phone rings, wait for the beep, then speak into the handset.

**Computer:** Wait for the tone, then speak into the microphone.

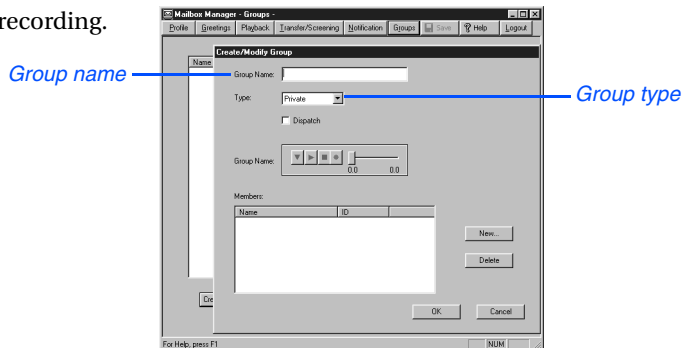
- 8 Click  to stop recording.

- 9 To add members, click “New.” Use the Member Properties dialog to search for enrolled subscribers.

- 10 When you are finished, click “OK.”

- 11 Click “OK” to accept the group.

- 12 Click “Save.”





## To create a group by phone

- 1** Access your mailbox (see inside front cover).
- 2** Press 7 5 4 to create a new group.
- 3** For numbered groups, enter a three-digit group number. For named groups, enter the first three letters of the group's name.
- 4** Record a name for the group. Press \* when you are finished.
- 5** Press 1 to make the group a public group or 2 to make it a private group.
- 6** Follow the system instructions to add members to the group. You can add them by name or extension number.
- 7** Press \* when you are finished adding members.
- 8** Press 1 to leave a message for this group now. Otherwise, press 2.

### TIP

Guests do not have extension numbers, so add them to the group by spelling their names or by entering their personal IDs.

# Changing groups

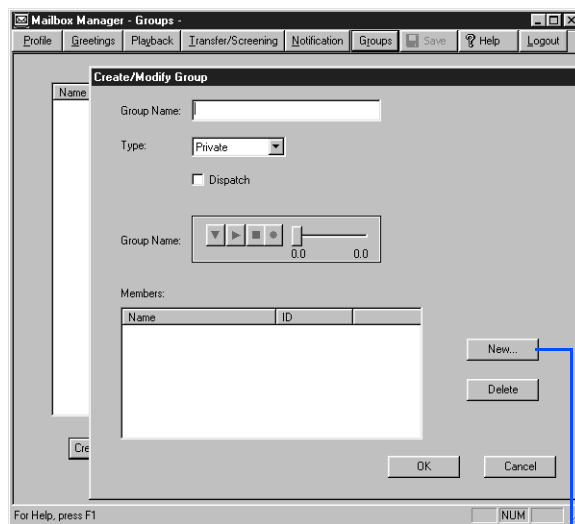
You can add and delete members of your message groups.\*

You also can delete any message group that you own, or change the group's number, spelled name, or recorded name.

## To change a group by computer

- 1 Access the Mailbox Manager (see inside front cover).
- 2 Click "Groups."
- 3 Select the group you want to edit. Click "Modify Group."
- 4 In the Create/Modify Group dialog box, make the desired changes and click "OK."
- 5 Click "Save."

\* This feature may not be available at your site.



Click to open list of enrolled subscribers

### To add or delete group members by phone

- 1** Access your mailbox (see inside front cover).
- 2** Press 7 5 5 to edit a group.
- 3** Press the group name or number.  
Press 1 when you hear the name of the group. Otherwise, press 2 to hear the next matching name.
- 4** Press 4 to add members. Or, press 5 to delete members from the group.

When deleting group members, press the first three letters of the person's last name, or press three wild card numbers (for example, 1 1 1) to list each group member, then choose the member's name you want to delete.

- 5** To confirm your additions or deletions, press 1.
- 6** Press \* when you are finished adding or deleting members.

### To change a group name or number by phone

- 1** Access your mailbox (see inside front cover).
- 2** Press 7 5 5 to change a group name or number.
- 3** Press the first three letters of the group name. Or, enter the first three digits of the group number.
- 4** Press 1 to confirm, or press 2 to hear the name of the next group.
- 5** Press 7 to change the group name or group number.
- 6** Follow the system instructions to change the group's recorded name. Press 1 for Yes, 2 for No.

### To hear a list of your groups and group members by phone

- 1** Access your mailbox (see inside front cover).
- 2** Press 7 5 6 to list your groups and group members.
- 3** Follow the system instructions. Press 1 for Yes, 2 for No.

# **Sending and receiving faxes**

With ActiveFax, you have access to fax mail. Your faxes are included with your voice messages. If you are also using TeLANophy, ViewFax may also be available by computer.

## **ViewFax**

You can send, receive, and redirect faxes by computer.

## **Fax mail**

Faxes are stored in your mailbox with your other messages. Callers can record a short message to accompany each fax they send. Faxes can be forwarded from your mailbox to a fax machine by using any phone.



## ViewFax

You can send faxes, view faxes, and forward faxes by computer with the TelANophy ViewFax program.

ViewFax works from within ViewMail or ViewMail for Microsoft Messaging to display a document before you fax it, or to forward a fax you receive. ViewFax converts the document to a TIFF (tag image file format) graphics image and displays it on the screen.

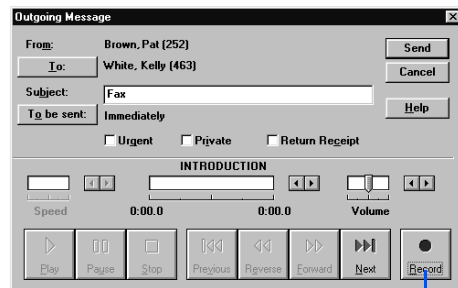
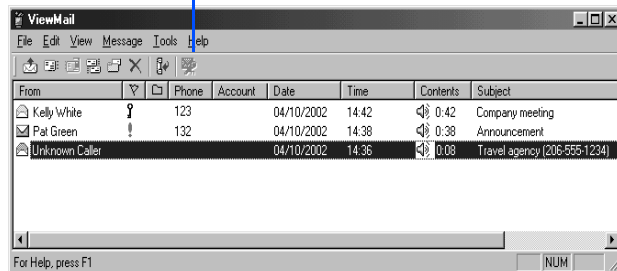
*\* This feature may not be available at your site.*

## SEE ALSO

Online Help:

ViewFax, Addressing and sending a fax

*For redirecting a fax*



*For recording an introduction to a redirected fax*

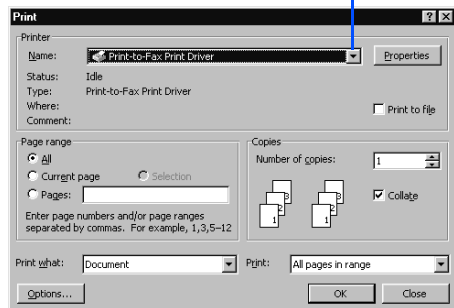




## Print-to-fax

Use the print-to-fax feature to fax documents to other subscribers, groups, personal database contacts, or other recipients.

*For selecting the  
"Print-to-Fax Print Driver"*

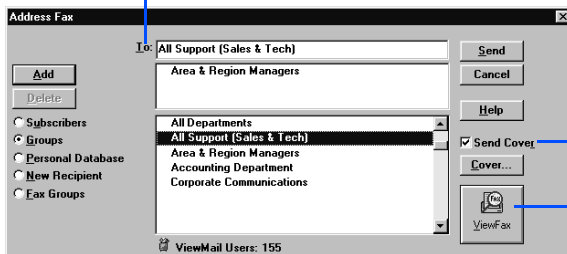


*\* This feature may not be available at your site.*

## To send a fax by computer

- 1 Open the document you want to fax. Use any Windows program that prints to a network printer, such as a word-processing, graphics, or database program.
- 2 From the File menu, click "Print," then select "Print-to-Fax Print Driver" from the list of available printers. Click "OK."
- 3 Select the message recipients.

*For selecting message recipients*



- 4 To include a cover page, select "Send Cover."
- 5 To create a custom cover page, click "Cover," then select the type of cover page. Click "OK."
- 6 To preview the fax, click "ViewFax."
- 7 To send the fax, click "Send." The status of the fax is displayed in your ViewMail window until it has been sent.



With ActiveFax, your faxes are stored in your mailbox as fax messages. A fax message can have two parts: a fax document and an optional voice message annotation.

Callers can record a voice annotation that you hear when you check your messages. If a fax message does not have a voice annotation, you will hear only what time the fax arrived.

A fax and its voice annotation always remain together as a single fax message. When you archive a fax message, both are archived.

## SEE ALSO

Checking new messages .....	2
Changing message delivery options .....	43

## Fax mail settings

Depending on your system, you may have a separate fax number or one extension for both faxes and phone calls.

Your fax mailbox can have a personal greeting. Otherwise, the system greets calls with your name or fax number.

## Fax delivery options

The system can deliver your faxes in three ways.

**Standard delivery** The system stores your faxes until you request them. When you check messages, the system tells you which faxes are waiting.

**Fully automatic delivery** The system automatically delivers your faxes to a fax number that you specify in your setup options. Your system manager may have already set up this option for you.

**Custom delivery** Other fax delivery options may be available depending on your system. Consult your system manager.

To redirect a fax to another fax number, check your fax messages. Then request fax delivery and enter the new number. This changes the fax number for that delivery only.

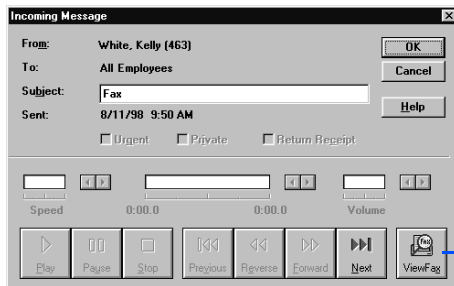
You can also request that more than one fax be delivered in the same fax delivery. The system adds its own cover sheet to each delivery bundle. The cover sheet lists which faxes are included and their page lengths.



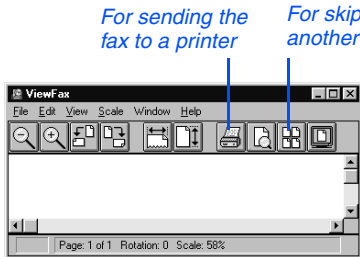
## ViewFax\*

Use ViewFax to display a fax message within ViewMail, ViewMail for Microsoft Messaging, or ViewMail for Lotus Notes. If you click “ViewFax” within the ViewMail message, ViewFax converts the fax document to a TIFF graphics image and displays it on the screen.

You can reply to faxes, archive them, save them as new messages, or re-direct them to other subscribers just like voice messages.



*For displaying the fax*



*For sending the fax to a printer*

*For skipping from one page to another within a fax*



If you are using fax mail, you can change your:

- Fax delivery number or schedule
- Personal fax mailbox greeting
- Fax notification phone number

## To change your fax delivery phone number or schedule

- 1** Access your mailbox (see inside front cover).
- 2** Press 7 6 5 8 to change your fax delivery phone number or schedule.
- 3** Follow the system instructions. Press 1 for Yes, 2 for No.

## To change your fax greeting

- 1** Access your mailbox (see inside front cover).
- 2** Press 7 4 9 to change your fax greeting.
- 3** Follow the system instructions. Press 1 for Yes, 2 for No.

## To change your fax notification

- 1** Access your mailbox (see inside front cover).
- 2** To change your fax notification for your:
  - work phone, press 7 6 5 4.
  - home phone, press 7 6 5 5.
  - pager, press 7 6 5 6.
  - spare phone, press 7 6 5 7.
  - fax phone, press 7 6 5 8.
- 3** Press 7 to turn fax notification on or off for a delivery number.

## SEE ALSO

Checking new messages .....	2
Changing message delivery options .....	43

# Using e-mail integration

If your system includes e-mail integration, you can hear and respond to your e-mail messages by phone.

With e-mail integration, when you check voice and fax messages by phone, you hear the number of new e-mail messages you have received.

With text-to-speech technology, the system reads the text portion of your e-mail messages and plays any attached .Wav files. You can also have the system fax your e-mail messages to any fax machine.

Depending on how your system is set up, you can check your voice and fax messages through your e-mail inbox. If your voice and fax messages are delivered to your e-mail inbox, the messages are deleted from your voice mailbox to avoid duplication.



E-mail integration lets you manage your e-mail messages by phone. For example, you can:

- Hear the e-mail message, its length, who sent it, the time it was sent, who else received it, and any attachments.
- Record a reply. Depending on the system, subscribers can hear the reply by phone or receive the reply as an e-mail attachment (.Wav file).
- Redirect an e-mail message to another subscriber's e-mail inbox.
- Delete any e-mail message you have heard from the e-mail system.

To skip entering your e-mail password, press \*. The system will not offer e-mail messages during the call.

## SEE ALSO

Your e-mail password .....57

## To check your e-mail messages

- 1** Access your mailbox (see inside front cover).
- 2** Press 4 to check new e-mail messages. Press 6 for e-mail messages you have already read. The system offers any new voice or fax messages first.
- 3** If prompted, enter your e-mail password, followed by \*. If your password uses any letters, press # #, then refer to the password charts.
- 4** Follow the system instructions. Press 1 for Yes, 2 for No.

### TIP

The system cannot read e-mail messages sent in UTF-8 encoded HTML format. If you hear HTML codes, press 3 5 to skip the message.

### TIP

If you do not have a security code for the voice messaging system, you may be asked to create one the first time you check your e-mail by phone.

## To hear who else received an e-mail message

- 1** Follow the steps to check your e-mail messages.
- 2** When offered the message you want to check, press 1.
- 3** While listening to the message, press 3 3 4.

### TIP

Use quick message actions such as # to repeat a message or \* to stop and save as new. Messages saved as new are marked unread in your e-mail inbox.

# Entering your e-mail password



In addition to entering your security code, you may be required to enter your e-mail password to check your e-mail messages by phone.

## Entering numbers only

If your e-mail password uses numbers only, enter the digits, followed by \*. For example: press 5 4 3 \*. You do not need to use the password charts on page 58.

## Entering letters and numbers

If your e-mail password uses any letters, press ## when asked.

- Enter upper- or lowercase letters to match your e-mail password. Refer to the password charts on page 58.
- To enter a digit, press 1 followed by the digit. Refer to the password charts on page 58.
- Press \* to end.

Your e-mail password cannot use any punctuation or symbols. Do not use your phone to match letters. Use the password charts.

## Changing your e-mail password by phone

You can change your e-mail password by phone with setup options. See “Changing your e-mail setup options,” on page 59.

## Entering your e-mail password by voice

With speech recognition, if your e-mail password uses numbers only, you can say the numbers. When you are finished, say “End.” For example, say “Five, four, three, end.”

If your e-mail password uses numbers and letters, press # # when asked, then press touchtone keys to enter the password. Refer to the password charts on page 58.

# E-mail password charts



If your e-mail password uses any letters, use these charts to enter the password. If your e-mail password uses numbers only, just press or say the digits. You do not need to use the password charts.

## E-mail password examples

today = ## 81 63 31 21 93 \*

TODAY = ## 84 66 34 24 96 \*

2day = ## 12 31 21 93 \*

ToDay = ## 84 63 34 21 93 \*

### Lowercase letters

a = 21	n = 62
b = 22	o = 63
c = 23	p = 71
d = 31	q = 01
e = 32	r = 72
f = 33	s = 73
g = 41	t = 81
h = 42	u = 82
i = 43	v = 83
j = 51	w = 91
k = 52	x = 92
l = 53	y = 93
m = 61	z = 02
	* = End

### Uppercase letters

A = 24	N = 65
B = 25	O = 66
C = 26	P = 74
D = 34	Q = 04
E = 35	R = 75
F = 36	S = 76
G = 44	T = 84
H = 45	U = 85
I = 46	V = 86
J = 54	W = 94
K = 55	X = 95
L = 56	Y = 96
M = 64	Z = 05
	* = End

### Numbers

1 = 11
2 = 12
3 = 13
4 = 14
5 = 15
6 = 16
7 = 17
8 = 18
9 = 19
0 = 10
* = End



# Changing your e-mail setup options



In your setup options, you can change whether e-mail messages are included in your message totals. You can also change your e-mail password.

## To turn your e-mail totaling on or off

- 1 Access your mailbox (see inside front cover).
- 2 Press 7 7 8 4. Press 1 to turn on e-mail totaling on. Press 2 to turn off e-mail totaling.

## To change your e-mail password by phone

- 1 Access your mailbox (see inside front cover).
- 2 Press 7 7 8 5.
- 3 Enter your current e-mail password. If your password uses numbers only, enter the numbers.

If your e-mail password uses any letters, press ## when asked. Use the password charts on page 58.

When you are finished, press \*.

- 4 Enter your new e-mail password. If your new password uses numbers only, enter the numbers.

If your e-mail password uses any letters, press ## when asked. Use the password charts on page 58.

When you are finished, press \*.

- 5 Enter your new e-mail password again to confirm. If your new password uses numbers only, enter the numbers.

If your e-mail password uses any letters, press ## when asked. Use the password charts on page 58.

When you are finished, press \*.



With the system's fax features, you can deliver your e-mail messages to any fax machine. Your system manager must turn on this feature for you.

You can receive a fax of:

- A particular e-mail message.
- All new fax and e-mail messages plus their text attachments.

You can receive your e-mail messages at your usual fax machine. If you want to deliver your messages to a different fax machine, just enter the fax phone number.

## To fax a particular e-mail message

- 1** Access your mailbox (see inside front cover).
- 2** Press 4 to check new messages. Press 6 for old messages (e-mail messages you have already read). Follow the system prompts to check any new voice or fax messages first.
- 3** If prompted, enter your e-mail password, followed by \*. If your password uses any letters, press # #, then refer to the password charts.
- 4** When offered the e-mail message you want, press 1.
- 5** Press 3 7 to fax the message.
- 6** Follow the system instructions. Press 1 for Yes, 2 for No.

## To fax your e-mail messages

- 1** Access your mailbox (see inside front cover).
- 2** Press 4 5 to fax your e-mail messages.
- 3** To deliver the fax to your usual fax machine, press 1. Or to use a different fax machine, press 2 and enter the fax phone number.
- 4** Follow the system instructions. Press 1 for Yes, 2 for No.

# Using speech recognition

If your system includes speech recognition, you can listen to voice, fax, or e-mail messages by speaking menu options or commands instead of pressing touchtone keys. The system leads you step by step through the speech recognition conversation.

With speech recognition, you can respond to system prompts with a few words. Just answer in your normal speaking voice. For example, say "Check new messages" or "setup options."

To use speech recognition, the system manager must turn on the feature for you. The next time you call the system, just start speaking at any time. You can speak commands, or press a touchtone key at any time.



With speech recognition, you can navigate the system by saying menu options and commands.

Speech recognition is available when you listen to voice, fax, or e-mail messages. The system leads you through your options for each type of message.

## Entering a personal ID and security code

To access your mailbox, call the system, then press touchtone keys to enter your personal ID. You can press or say your security code. To protect your mailbox from unauthorized access, say your security code only in a secure location.

When you are finished saying your security code, you can say “End” to move ahead to the next prompt.

## Entering an e-mail password

If the system includes e-mail integration and your e-mail password consists of numbers only, say the numbers, followed by “End.” For example, say “Five, four, three, end.”

Otherwise, to enter an alphanumeric e-mail password, press touchtone keys. Use the password charts on page 58.

To skip entering your e-mail password, say “End.”

## Using menus

For a menu option, say each level of the menu. For example, say “Setup options, greetings, switch greetings.” Refer to the menu diagram on page 78.

## Pressing touchtone keys

If desired, at any time you can press a touchtone key for a menu option. Or, to exit or return to using speech commands, press 3 at the main menu.

## Using Soft Keys on your phone

When you access the system from an internal phone with Soft Keys enabled, speech recognition is not enabled.

## Systemwide commands

These spoken commands are available throughout the conversation.

Say the following commands.	Or Press
Yes	1
No	2
Main menu	*
Previous menu	#
Stop	*



## To check voice messages with speech recognition

- 1 Access your mailbox (see inside front cover).
- 2 Enter your personal ID by pressing touchtone keys. See the inside front cover.
- 3 Press or say your security code. When you are finished saying your security code, you can say “End” to move ahead to the next prompt.
- 4 Say “Check **new** messages” or “Check **old** messages.” The words in **bold** are required.
- 5 Follow the instructions by responding in your normal speaking voice. See the following table for commands available during voice message playback.

## During a voice message

You can control voice message playback by speaking any of the commands listed on the following table.

The words in **bold** are required.

Say the following commands. Words in <b>bold</b> are required.	Or Press
<b>Menu options</b>	<b>3</b>
<b>Slow down playback</b>	<b>4</b>
<b>Adjust volume</b>	<b>5</b>
<b>Speed up playback</b>	<b>6</b>
<b>Rewind</b> <sup>1</sup>	<b>7</b>
<b>Pause</b>	<b>8</b>
<b>Fast forward</b>	<b>9</b>
<b>Repeat</b>	<b>#</b>
<b>Save as new</b>	<b>*</b>
<b>Reply</b>	<b>3 4</b>
<b>Skip</b> <sup>2</sup>	<b>3 5</b>
<b>Delete message</b>	<b>3 6</b>
<b>Archive</b>	<b>3 7</b>
<b>Hear time stamp</b>	<b>3 8</b>
<b>Redirect</b> <sup>3</sup>	<b>3 9</b>

<sup>1</sup>If the message does not rewind completely, say “Repeat” to repeat the entire message.

<sup>2</sup>The message is marked as old or read.

<sup>3</sup>To cancel out of redirecting a message, say “End.”

# Checking e-mail messages

## To check e-mail messages with speech recognition

- 1 Access your mailbox (see inside front cover).
- 2 Enter your personal ID by pressing touchtone keys. See the inside front cover.
- 3 Press or say your security code. When you are finished saying your security code, you can say “End” to move ahead to the next prompt.
- 4 Say “Check **new** messages” or “Check **old** messages.” The words in **bold** are required.
- 5 If asked for your e-mail password, enter it by following the instructions on pages 57–58.
- 6 Follow the instructions by responding in your normal speaking voice. See the following tables for commands available during e-mail message playback.

## During an e-mail message

You can control e-mail message playback by speaking any of the commands on the following table.

The words in **bold** are required.

### TIP

When the system is reading who received an e-mail message or its subject, you can say “Yes” to skip ahead to the body of the message. Or, you can say “No” to save the message as new then go to the next message.

Say the following commands. Words in <b>bold</b> are required.	Or Press
Menu options	<b>3</b>
<b>Rewind</b> <sup>1</sup>	<b>7</b>
<b>Pause</b>	<b>8</b>
Fast <b>forward</b>	<b>9</b>
<b>Repeat</b>	<b>#</b>
Save as new	<b>*</b>
<b>Reply</b>	<b>3 4</b>
<b>Skip</b> <sup>2</sup>	<b>3 5</b>
<b>Delete message</b>	<b>3 6</b>
<b>Archive</b>	<b>3 7</b>
Hear <b>time stamp</b>	<b>3 8</b>
<b>Redirect</b> <sup>3</sup>	<b>3 9</b>

<sup>1</sup>If the message does not rewind completely, say “Repeat” to repeat the entire message.

<sup>2</sup>The message is marked as old or read.

<sup>3</sup>To cancel out of redirecting a message, say “End.”

# Leaving messages

If you are set up to leave messages by extension, you can say a recipient's number. Otherwise, spell a recipient's name using touchtone keys. To switch between entering a name or extension, press # #.

To cancel composing a message, say "End."

## To leave messages with speech recognition

- 1 Access your mailbox (see inside front cover).
- 2 Enter your personal ID by pressing touchtone keys. See the inside front cover.
- 3 Press or say your security code. When you are finished saying your security code, you can say "End" to move ahead to the next prompt.
- 4 Say "**Leave** messages." The word in **bold** is required.
- 5 Using touchtone keys, spell the subscriber's name. Otherwise, say the extension number.

When spelling a subscriber's last name, use a "wild card" number (typically 0 or 1) for any letter in the last name you do not know.

- 6 Say "Yes" when you hear the name of the subscriber you want. Otherwise, say "No" to hear the next matching name.
- 7 Record your message at the beep. The message must be at least three seconds long to be delivered.
- 8 When asked, say "Send." Or, if desired, follow the prompts to edit the message, address it to others, or set special delivery options.

# Saying numbers, times, or dates

## Saying a phone number

Speak numbers exactly, digit by digit. For a phone number, say the numbers. For a one-second pause, say "Pause." When you are finished, say "End."

For example, for extension 123 followed by a one-second pause, say "One, two, three, pause, end."

For zero (0), say "zero" instead of "oh."

## Spelling names

To spell with letters, press touchtone keys. Or, to leave messages by saying the extension, ask your system manager.

## Setting future delivery

To send a message later today, say "Today." For tomorrow, say "One." For two days from now, say "Two," and so on.

For a date, say "Date," then the month, followed by the day. For example, say "Date." When asked, say "March." When asked, say "Fifth."

## Speaking the time and date

For the time, say the hour, then the minutes, if necessary. Include "A. M." or "P. M." For example, for 4:00 in the afternoon, say "Four P. M." For 7:15 in the morning, say "Seven fifteen A. M."

For a message delivery schedule, say the day of the week. For example, say "Monday."



# Using ViewCall Plus

With ViewCall Plus, you can identify, manage, and track your incoming and outgoing calls on your computer.

Three integrated ViewCall Plus windows work together to control your phone calls: the Telephone window, the Call Log window, and the Contact List window.

For TAPI- (telephone application programming interface) compliant phone systems, ViewCall Plus also offers an enhanced mode that adds even more features, such as the contact list and call log.

ViewCall Plus also comes with PhoneBASIC, which lets you customize ViewCall Plus in many different ways.



With ViewCall Plus, you can identify callers and manage your calls from your computer.

## Identifying and screening calls

When you receive a call through the system or with a system using TAPI, the Telephone window displays the call on your computer screen. There are several ways to identify the caller before picking up the phone:



If Call Screening is on, you can click “Who is it?” to play the caller’s recorded name.

The system can also ask callers to enter their phone or account number. The system then matches this data to your contact list and displays the caller contact information.

## TIP

The system can display caller identification data when it has the additionally required equipment and system compatibility. The system can also match the phone number to your contact list or PIM (Personal Information Manager) and display caller contact information.



Click “Monitor” to listen to a message as it is being recorded. If you decide to speak with the caller, click “Take call” to pull the call out of your mailbox and transfer the call to your extension.

## SEE ALSO

*Online Help:*

**ViewCall Plus**, Screening calls, Placing calls on hold



## Managing calls

After you have identified the caller, ViewCall Plus supplies you with several tools to manage your phone calls:



Connect an incoming call to your phone.



Ask the caller to hold.



Ask the caller to transfer to another extension.



Ask the caller to leave a message.

## TAPI-compliant systems\*

For TAPI-compliant systems, ViewCall Plus offers the following enhanced mode options:



Select an identified caller's name and click this button to call the person back.



Select a name in your contact list and click this button to dial the contact.



Add a name to create a conference call.



Release the connection between your phone and an active call or conference call.

*\* This feature may not be available at your site.*



## Call log

You can use ViewCall Plus to keep track of your calls. The Call Log window records all call activity for your extension. It also displays information such as caller names, phone numbers, and the caller's location.

### TIP

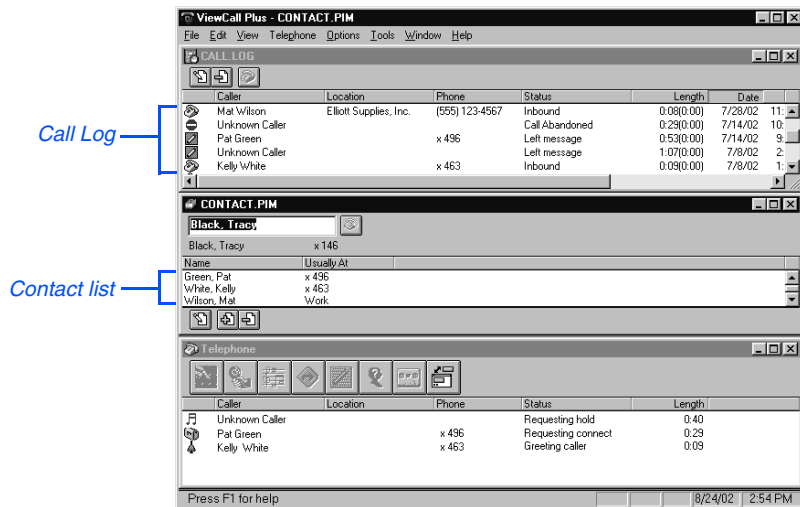
You may want to create more than one call log. For example, it may be useful to begin a new call log each week or each month.

## Contact list

The Contact List window stores and displays general notes and reminders with each contact name. ViewCall Plus provides an online address book. Or you can integrate ViewCall Plus with a PIM.

### TIP

You can use several contact lists or PIMs at once. For example, you can keep personal contacts in a list on your computer and you can keep business contacts in a list on the LAN.





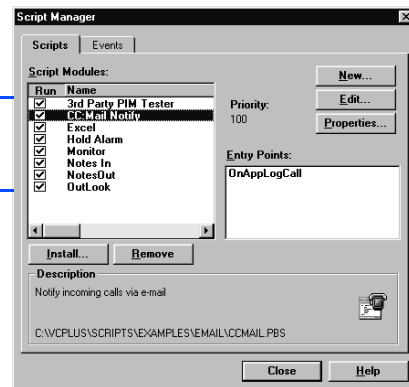
ViewCall Plus includes PhoneBASIC, which lets you integrate ViewCall Plus with a number of different programs, such as Microsoft Office.

Anyone familiar with Microsoft's Visual Basic can use PhoneBASIC to customize ViewCall Plus to:

- Identify an incoming call by looking up required information, such as credit status, in a database or a spreadsheet.
- Make calls from within another program, such as Microsoft Access® or Outlook®.
- Direct calls based on a set of pre-established rules.

PhoneBASIC scripts can be activated by using Script Manager from the Tools menu.

*Sample scripts*



## SEE ALSO

Online Help:  
PhoneBASIC



# Using quick message actions and shortcuts

You can use quick message actions while listening to a message. For example, press 3 4 # to repeat a message.

After accessing your mailbox, you can use the shortcuts for specific tasks. A shortcut is your personal ID + your security code + a number sequence of menu options. For example, to turn on call transfer, enter your personal ID + your security code + **7 6 4 1**.



While listening to a message, press 3 to hear a menu of quick message actions. Except as noted, these actions are available for both new and old messages.

After using a quick message action, you can continue with the next part of the conversation or take more action on a message. For example, you can:

- Press 3 4 to reply to a message, then 3 5 to check the next message.
- Press 3 9 to redirect a message. After you finish redirecting the message, you can press 3 4 to reply to the original sender. After you reply, you can press 3 6 to delete the message.

When you exit the quick message actions, the system saves your message as an old message. The system also saves your message as old when you press 3 5 to check the next message.

TASK	QUICK MESSAGE ACTION
Reply	3 4 4
Return call	3 4 5
Hear caller ID	3 4 6
Check the next message	3 5
Delete	3 6
Archive	3 7
Hear when the message was sent	3 8
Redirect	3 9
Save as new (new messages only)	3 0





Use shortcuts to accelerate your responses to the system.

## Voice messaging

Press your personal ID and security code (if required), then enter the following shortcuts to do these tasks.

TASK	SHORTCUT	TASK	SHORTCUT
Check new messages	4	Change your security code	7 7 4
Leave a message	5	Turn call transfer off	7 6 4 2
Review old messages	6	Turn call transfer on	7 6 4 1
Change setup options	7	Change the phone number for call transfer	7 6 4 1 4
Switch personal greetings	7 4 5	Turn call screening options off	7 6 4 1 5
Change your standard greeting	7 4 6	Add a message group	7 5 4
Change your alternate greeting	7 4 7	Edit a message group	7 5 5
Change your busy greeting	7 4 8	List your message groups	7 5 6
		Change your recorded name	7 7 5



## ActiveFax\*

Press your personal ID and security code, then enter the following shortcuts to do these tasks.

TASK	SHORTCUT
Edit your fax greeting	7 4 9
Change your fax delivery	7 6 5 8
Deliver all faxes	4 5

*\* This feature may not be available at your site.*

## E-Mail integration\*

Enter your personal ID and security code, then enter the following shortcuts to do these tasks.

For details on entering your e-mail password, see “Entering your e-mail password,” on page 57.

TASK	SHORTCUT
Check new e-mail messages	4 6
Check old e-mail messages	6 6
While listening to an e-mail message, to hear recipients	3 3
Turn e-mail totaling on or off	7 7 8 4
Change your e-mail password	7 7 8 5

*\*This feature may not be available at your site.*

# System menus

## Main Menu

- 4** New messages
- 6** Old messages

During Message	
<b>4</b>	Slower
<b>5</b>	Softer/louder
<b>6</b>	Faster
<b>7</b>	Backward
<b>8</b>	Pause
<b>9</b>	Forward

After Message	
<b>3</b>	Hear e-mail recipients*
<b>4</b>	Reply
<b>5</b>	Check next message
<b>6</b>	Delete
<b>7</b>	Archive/fax an e-mail
<b>8</b>	Hear timestamp
<b>9</b>	Redirect/deliver fax
<b>0</b>	Save as new
<b>#</b>	Repeat the message

Reply	
<b>4</b>	Reply to subscriber
<b>5</b>	Return call
<b>6</b>	Hear caller ID
<b>*</b>	Finish

\* This feature may not be available at your site.

- 5** Send a message

Address and record the message, then:

Message Options	
<b>4</b>	Edit message
<b>5</b>	Change special delivery
<b>6</b>	Address to others
<b>*</b>	Send the message

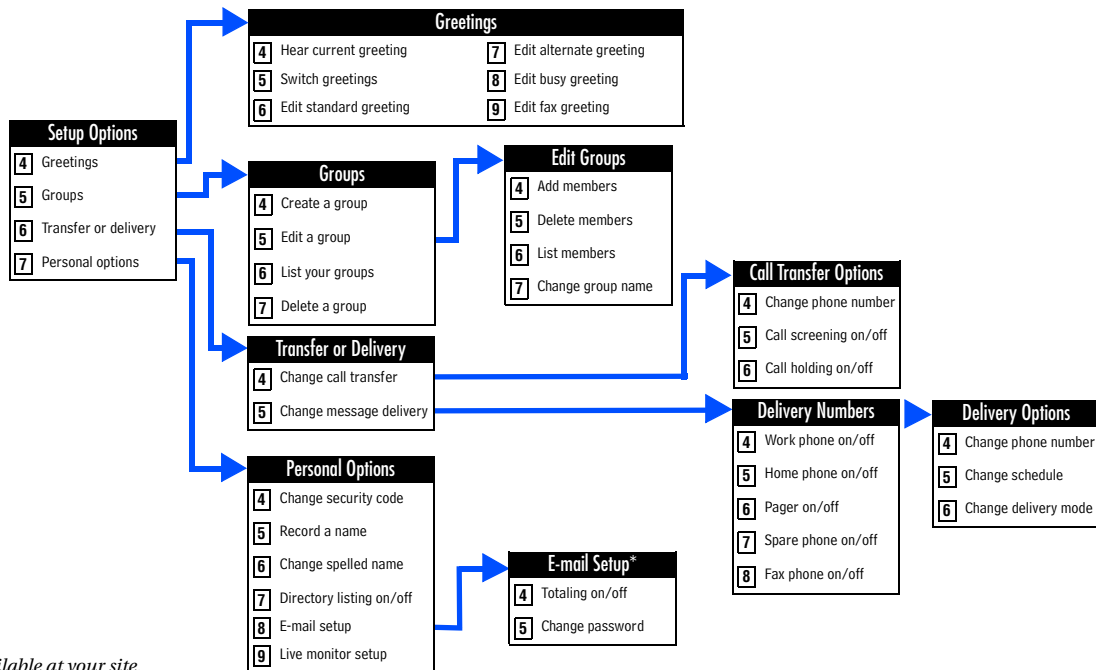
Edit Message	
<b>4</b>	Add
<b>5</b>	Listen
<b>6</b>	Rerecord
<b>*</b>	Finish

Special Delivery	
<b>4</b>	Urgent
<b>5</b>	Private
<b>6</b>	Receipt
<b>7</b>	Future delivery
<b>*</b>	Finish

Commands	
<b>1</b>	Yes
<b>2</b>	No
<b>*</b>	Main menu
<b>#</b>	Previous menu
<b>4 5</b>	Deliver all new faxes

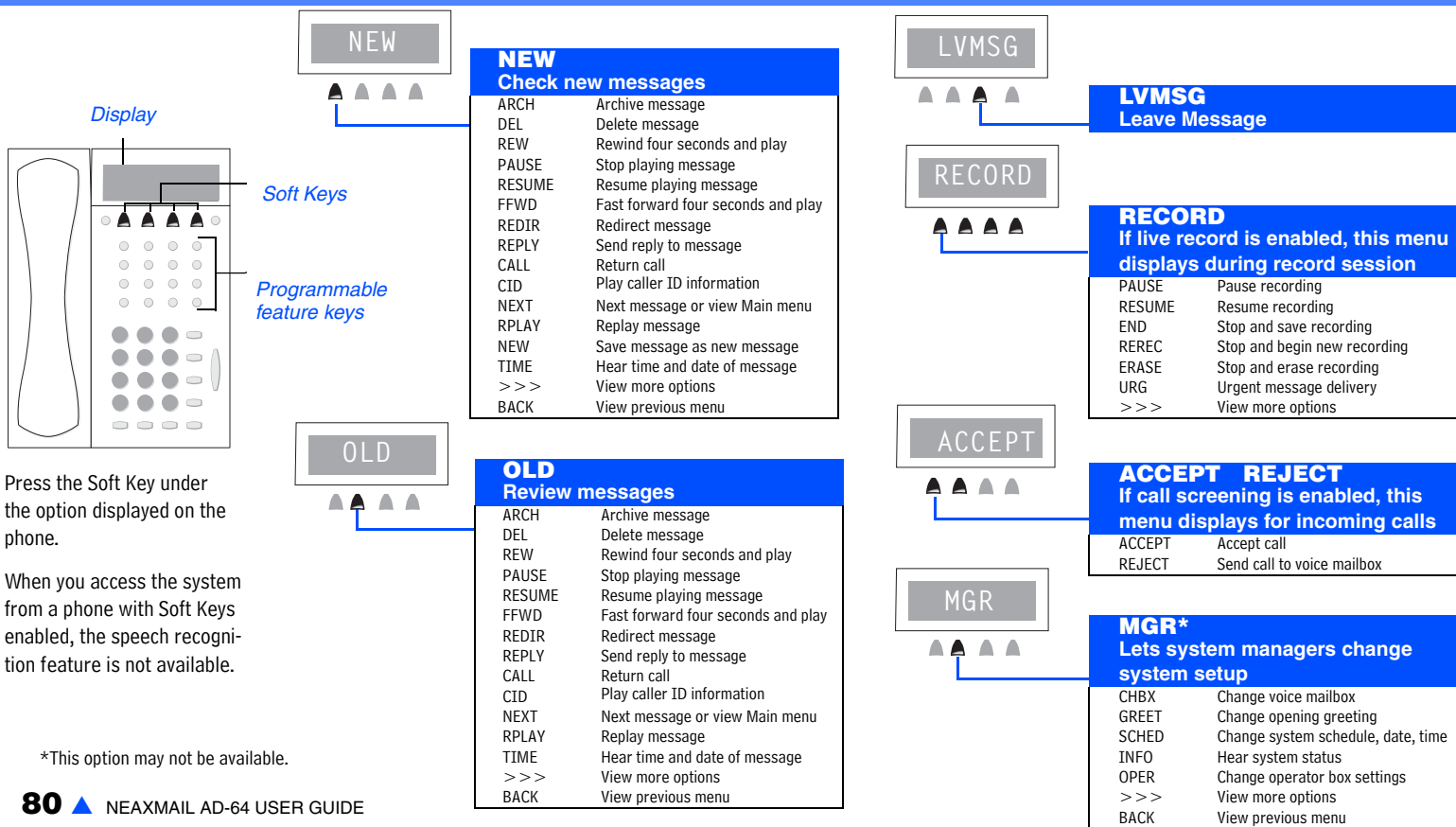
## Main Menu, continued

### 7 Setup options



\* This feature may not be available at your site.

# Managing your messages with Soft Keys





## SETUP

### Change setup options

GREET	Greetings
PERS	Personal options
TRFR	Transfer options
GRPS	Groups
DELIV	Delivery options
>>>	View more options
BACK	View previous menu

## Greetings

CURR	Hear and switch current greeting
SWTCH	Switch greetings
STD	Edit standard greeting
ALT	Edit alternate greeting
BUSY	Edit busy greeting
>>>	View more options
BACK	View previous menu

## Personal options

CODE	Change security code
SPELL	Respell name
DIR	Directory listing on/off
RCNAM	Rerecord name
LIVMON	Turn live monitor on/off
EMAIL*	Change e-mail settings
>>>	View more options
BACK	View previous menu

## Transfer options

ON/OFF	Call transfer, message delivery on/off
CHG#	Change phone number
SCRN	Call screening on/off
HLDING	Call holding on/off
>>>	View more options
BACK	View previous menu

## Groups

CREATE	Create group
EDIT	Edit group
LIST	List your groups
DEL	Delete group
>>>	View more options
BACK	View previous menu

## Delivery options

WORK	Change work phone delivery
HOME	Change home phone delivery
PAGER	Change pager delivery
SPARE	Change spare phone delivery
>>>	View more options
BACK	View previous menu

## Change delivery

ON/OFF	Message delivery on/off
PH#	Change phone number
SCHED	Change schedule
URG	Urgent only on/off
>>>	View more options
BACK	View previous menu

\*This option may not be available.





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